

Contents

<i>Gerhard Stickel / Pirkko Nuolijärvi</i>	
Preface / Saatteeski / Förord	5

Opening

<i>Pirkko Nuolijärvi</i>	
Avaussanat / Opening remarks.....	13

<i>Anita Lehikoinen</i>	
Address	17

<i>Gerhard Stickel</i>	
Opening and introduction to the conference theme	21

<i>Peggy Heikkinen</i>	
Language use in public administration – theory and practice in the European states	25

<i>Ann D'haen-Bertier</i>	
The importance and use of languages in the EU Institutions, in particular from the perspective of interpretation	27

<i>Christos Ellinides</i>	
Translating for Europe – citizens first!	33

<i>Georg Rehm</i>	
Cracking the Language Barrier for a Multilingual Europe	41

Reports on different countries

<i>Rickard Domeij / Jennie Spetz</i>	
Can official websites be accessible for all? A Swedish language policy perspective	61

<i>Aino Piehl / Eivor Sommardahl</i>	
Working towards clear administrative language in Finland – bilingually	73

<i>Ari Páll Kristinsson</i>	
Language in public administration in present-day Iceland: some challenges for majority language management	83

<i>Nicoletta Mariolini</i>	
Multilingualism – a governmental perspective.....	93

Walery Pisarek

- The *Jasnopis* (“clear writing”) project and other recent endeavours to improve communication between public institutions and citizens in Poland 101

Júlia Vrábl'ová / Slavomír Ondrejovič

- Language use in public administration – theory and praxis in Slovakia 113

Anne Kjærgaard

- The organisation of the plain language movement in Denmark 123

Margrethe Kværenes

- Clear language in Norway’s civil service: a joint initiative under changing political winds 135

Jutta Ransmayr

- Monolingual country? Multilingual society. Aspects of language use in public administration in Austria 143

Anna Davitt / Seán Ó Cearnaigh

- Language use in public administration in Ireland – public service, private choice 153

Amira-Louise Ouardalitou

- Language use in public administration in Luxembourg 163

Panel discussion

Sabine Kirchmeier / Anne Kjærgaard / Margrethe Kværenes / Aino Piehl

- Language use in public administration – what do we want? 173

Special Reports

Karlijn Waterman

- PETRA-E 181

Bessie Dendrinos

- Is ‘Multilingualism’ taking a back seat in the EU? Time for action 185

Italo Rubino

- The Italian language in EU institutions and the REI 199

European Federation of National Institutions for Language (EFNIL):

- Members and associate institutions 205

Bibliographical information

This text was first published in the book:

Pirkko Nuolijärvi/Gerhard Stickel (eds.) (2016): Language use in public administration. Theory and practice in the European states. Contributions to the EFNIL Conference 2015 in Helsinki. Budapest: Research Institute for Linguistics, Hungarian Academy of Sciences. [ISBN 978-963-9074-65-1. 207 pages.]

The electronic PDF version of the text is accessible through the EFNIL website at:

<http://www.efnil.org>